

DDC Management Conference, August 2003

“Open and frank communications is the keystone to good leadership,” BG Kathleen Gainey, USA, Commander, DDC, told Defense Distribution Center (DDC) Commanders, Deputy Commanders, and key staff gathered for the annual DDC Management Conference August 12-14, 2003 in New Cumberland, PA, “and strong leadership is the key to our successful service to the men and women of our armed forces.”

After Opening Remarks from BG Gainey, the group of more than 55 DDC leaders discussed Hub and Spoke Distribution with the Business Systems Modernization (BSM) Update, the Distribution Planning and Management System and received a demonstration of the Enhanced Distribution Standard System (EDSS). Hub and Spoke, DPMS, and EDSS are three of the key initiatives DDC will continue to move forward in the future.

Additional discussions include Contingency Operations, Operations Enduring and Iraqi Freedom (OEF/OIF) Lessons Learned, and a briefing on DDC Forward, the distribution center established in Bahrain by DDC that gave the Warfighter the best possible service, while saving taxpayers millions of dollars.

The Defense Distribution Depot Yokosuka, Japan (DDYJ) staff brought a video of their recent Safety Rodeo. While maintaining the highest quality operations to support customers, DDYJ Staff rounded up a Material Handling Equipment Rodeo to enhance safety awareness on MHE operations. The event was planned and developed by the DDYJ Safety and Occupational Health Committee.

DDC Liaison, Mary Morrison, discussed Multi-Source Feedback. Multi-Source Feedback, also called 360-degree feedback, is an assessment tool that measures leadership's adherence to the values in the desired corporate culture. It does so by collecting information on an individual from multiple sources (peers, supervisors, direct reports and self evaluations). The feedback is summarized in a personal and confidential report which also provides information on individual strengths and areas needing improvement.

Morrison also discussed Knowledge Management/DLA e-Workplace. Knowledge Management (KM) is an emerging discipline that treats intellectual capital as a managed asset. KM practitioners apply organizational dynamics, process engineering, and technology to streamline and enhance the capture and flow of DLA's data, information, and knowledge, then deliver it to individuals and groups engaged in accomplishing our mission. DLA KM will empower DLA employees through knowledge sharing tools, collaborative processes, and self-help efficiencies to ease their workload. Knowledge Management and e-Portal programs will NOW operate as one program focused on developing a DLA e-Workplace.

The first guest speaker was MG Hawthorne Proctor, USA, Director, DLA Logistics Operations. MG Proctor spoke about our military force structures changing to become “more lethal, more agile, and more sustainable. I applaud your work efforts,” MG Proctor said. “You have done a tremendous job.” However,

for DLA to continue to support the Warfighter, we must stay relevant and that means we must change. We have been working hard on the transformation as we cut costs, care for our customers, and care for our people. If you don't like change, you will like irrelevance even less.”

The other guest speaker was Maj Gen Mary Saunders, USAF, DLA Vice Director. “DDC has been a great help to the Department in terms of efficiency,” Maj Gen Saunders said. “DDC accomplished today's mission while taking on massive change.

“DLA faces many challenges in the future,” Maj Gen Saunders said, including “keeping customers satisfied while asking them to change the way we interact. Keeping employees satisfied and productive while asking them to change the way they do everything. Keeping stakeholders satisfied and supportive.

“And for DDC—safety is a huge issue—we've set the bar high—success is our only option. DLA needs your energy, insight, and leadership to accomplish the challenge.”

DDC Automated Information Technology (AIT) efforts were discussed as well as an overall update on Information Operations. Tailored Transportation was discussed among DDC's many customer-focused services. CAPT (S) Ed Spillman, SC, USN, Commander, Defense Distribution Mapping Activity (DDMA) gave an overview of his command's support to OIF and the future of mapping activities.

The Procurement update included information on working with small businesses and Accountable Property. The Financial Operations update included information on Lines Per Paid Equivalent, the 2004 Budget, Financial Liability Investigation of Property Loss (FLIPL), and the DLA One Book. The latest revisions to the A-76 Circular and associated challenges were presented by the DDC Commercial Activities staff.



Mary Morrison, DDC Liaison, discusses Performance Management Review at the DDC Management Conference.